



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON VICENZA
UNIT 31401, BOX 41
APO AE 09630

21 OCT 2008

IMEU-VIC-EO

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: U.S. Army Garrison Vicenza Policy Memorandum 08-38, Equal Opportunity Complaint Procedures

1. Purpose: To inform Soldiers, Civilians and Family members on procedures for initiating equal opportunity complaints in the Headquarters, U.S. Army Garrison Vicenza.
2. Procedures for handling formal and informal complaints are as follows:
 - a. Informal complaints can be initiated at the lowest level and do not have to be initiated in writing. Informal complaints should be handled with the same sincerity and urgency as a formal complaint. Any person handling an informal complaint must keep a memorandum for the record on the results of the complaint's resolution.
 - b. A formal equal opportunity complaint should be filed only when other means to resolve an act of discrimination or unfair treatment based on gender, national origin, race, religion or sexual harassment have failed. Individuals are encouraged to use their chain of command and the informal complaint process. Those persons wishing to file a formal complaint must do so in writing and swear to the accuracy of the information. Commanders will report all formal complaints to the General Court-Martial Convening Authority (GCMCA) within 72 hours of notification. Notification will also be forwarded in writing to the Southern European Task Force (SETAF) Commanding General. Additionally, the commander will provide a progress report to the GCMCA 20 days after the date the investigation was initiated and every 14 days after until completion. Commanders have 14 calendar days to conduct a commander's inquiry or investigation. Any extension must be requested in writing to the next higher command. The complainant will be notified of the initial and final disposition on their formal complaint.
3. Soldiers, Civilians and Family members have 60 calendar days from the date of the alleged incident in which to file a formal complaint. This time limit is established to set reasonable parameters for the inquiry or investigation and resolution of complaints, to include ensuring the availability of witnesses, accurate recollection of events and timely remedial action. Commanders may exercise discretion and are not required to investigate allegations reported after 60 days. In deciding whether to conduct an investigation, the commander should consider the reason for the delay, the availability of witnesses and whether a full and fair inquiry or investigation can be conducted.

IMEU-VIC-EO

SUBJECT: U.S. Army Garrison Policy Memorandum 08-38, Equal Opportunity Complaint Procedures

4. Although the processing of equal opportunity complaints through the chain of command is strongly encouraged; it is not the only channel available to Soldiers, Civilians and Family members to voice concerns. Should the complainant feel uncomfortable filing a complaint with his/her unit chain of command, a number of alternative agencies list below exist through which the issues may be identified for resolution. Commanders or supervisors will not preclude Soldiers, Civilians or Family members from using these channels:

- A. Someone in a higher echelon of the chain of command
- B. Equal Opportunity Advisor
- C. Inspector General
- D. Chaplain
- E. Provost Marshal/Criminal Investigator
- F. Medical Agency Personnel
- G. Staff Judge Advocate
- H. Housing Referral Office

5. This policy memorandum supersedes U.S. Army Garrison Vicenza Policy Memorandum 06-26, Equal Opportunity Complaint Procedures dated 16 September 2005.

6. For further information on any EO matter, contact the Headquarters, U.S. Army Garrison Vicenza EO Office at 634-7914.


ERIK O. DAIGA
COL, MI
Commanding

DISTRIBUTION:

A